

ATTACHMENT F
SELF-ASSESSMENT OF WEB-BASED ACTIVITIES

Directions: When completing this assessment, terminology used is that of SBA's official client definitions as per SBA Information Notice 6000-788 issued November 11, 2004 and as included in Attachment A, Definitions.

Attached below is SBA's description of Levels of Web-based technology service delivery and the scoring range for each level.

SBDC SELF-ASSESSMENT OF WEB-BASED ACTIVITIES			
	Indicate One	Scoring	Self-Score
1. Is our SBDC accessible to clients via the Internet?			
a. Yes		10	
b. No		0	
2. Can clients obtain current information about upcoming events, training, business opportunities, etc. from our SBDC website?			
a. Yes		10	
b. No		0	
3. Is our SBDC website updated monthly to reflect current information and offerings so that the information clients obtain is accurate?			
a. Yes		10	
b. No		0	
4. Can clients access SBA's Home Page via a link from our SBDC website?			
a. Yes		10	
b. No		0	
5. As an enhancement to our technical assistance, can clients directly access specific SBA program areas on the SBA Home Page via a link from our SBDC website? (Procurement, SBIR, International Trade, etc.)			
a. Yes		10	
b. No		0	
6. Can clients communicate with our SBDC via an automatic e-mail link?			
a. Yes		10	
b. No		0	
7. On our website, can clients:			

a) Download forms and other templates?	i) Yes	8	
	ii) No	0	
b) Complete and submit forms and other templates?	i) Yes	6	
	ii) No	0	
c) Access a library of business and management resource materials?	i) Yes	8	
	ii) No	0	
d) Access information via search or query mechanisms?	i) Yes	8	
	ii) No	0	
e) Receive services via audio or video streaming?	i) Yes	4	
	ii) No	0	
8. Can clients register and schedule counseling through an automated Internet system?			
	a. Yes	8	
	b. No	0	
9. Can clients access an automated needs assessment tool, online diagnostic or expert system to identify the type and level of service required?			
	a. Yes	4	
	b. No	0	
10. Does this automated needs assessment tool or online diagnostic automatically refer the client to the targeted level of service?			
	a. Yes	4	
	b. No	0	
11. Can clients obtain assistance from a counselor via:			
a. Online and real-time chat?	i. Yes	6	
	ii. No	0	
b. E-mail?	i. Yes	8	
	ii. No	0	
12. What percentage of our clients are initially counseled on-line?			
	a. None	0	
	b. 1 - 9%	6	
	c. 10% or more	4	

13. What percentage of all counseling hours take place online?	a. None	0	
	b. 1 - 15%	8	
	c. 16% plus	6	
14. Can clients register and schedule training through an automated Internet system?	a. Yes	8	
	b. No	0	
15. Does our website provide client access to online training programs offered by other entities (other SBDCs, university sites, etc.)?	a. Yes	8	
	b. No	0	
16. What percentage of training courses reported to SBA can clients obtain online, e.g., webinars, self-paced courses, instructor-led courses, shared or cooperative arrangements with other SBDCs or other entities?	a. None	0	
	b. 1 - 9%	6	
	c. 10% or more	4	
17. What percentage of the training attendees registered for our online training?	a. None	0	
	b. 1 - 9%	6	
	c. 10% or more	4	
TOTAL			
Current Level of Web-Based Service Delivery			

Levels of Web-Based Technology Service Delivery

Level I (Range of 1-60 points):

- Has a website providing access 24/7
- Website contains information about upcoming events, training, business opportunities, etc.
- Provides a link to the SBA Home Page

- Provides links to specific areas of the SBA website
- Maintains and updates website on a monthly basis to ensure accuracy
- Website provides direct e-mail access to an SBDC recipient

Level II (Range of 61-124 points):

- Website has capacity for clients to download forms and other templates
- Website provides accessibility to a library of business and management resource materials
- Website has search and query capabilities
- Website has an automated system for registering for and scheduling counseling
- Website has an automated system for registering for and scheduling training
- Website can accommodate communication between clients and counselors via e-mail
- Website provides linkages to online training programs offered by other entities
- From 1-15% of counseling hours take place online

Level III (Range of 125-152 points):

- Clients can complete and submit business and other templates online (forms, business plans, financial statements, etc.)
- Website can accommodate communication between clients and counselors via an online, real time chat capability
- 1-9% of training courses reported to SBA is available online, e.g. webinars, self-paced courses, instructor-led courses
- 1-9% of total counseled clients originated with an online initial counseling session
- 16% or more of counseling hours takes place online
- 1-9% of the training clients reported to SBA registered for online training

Level IV (Range of 153-158 points):

- 10% or more of total counseled clients originated with an online initial counseling session
- 10% or more of training courses reported to SBA is available online, e.g., webinars, self-paced courses, instructor-led courses

- 10% or more of the training clients reported to SBA registered for online training
- Website has an automated needs assessment, diagnostic tool or expert system that identifies type and level of service required
- Website has an automated needs assessment, diagnostic tool or expert system that identifies type and level of service required and refers client to targeted level of service
- Website delivers services via audio or video streaming